

Job Connection (JC) provides four lines of services funded through the Developmental Disabilities Program (DDP) - Supported Employment (SE), Supported Living (SL), Community Supports (CS) and Transportation. As each service is discussed separately some comments are repeated in different sections of this report. This review covers the period of June 2003 through June 2004. A random sample was chosen to review individuals in these services.

ADMINISTRATIVE

Last year's annual report notes that clients of Job Connection earned over half a million dollars! Personal income directly affects people's quality of life! This is excellent. Also, 90% of the individuals in JC reported being satisfied with their services.

I really like how Job Connection addresses the social needs of the people they serve. Various social activities are offered to interested individuals quarterly as well as small "friendship clubs". These activities meet needs that the people in services as well as their teams have identified as important. This is a great part of your services.

Job Connect currently has a 3 year national accredited from CARF.

DDP received Job Connection's Year End Financial Reports on 8/28/03 for fiscal year ending 6/30/03 ; -well in advance of the due date. There were no issues nor problems with their financial report. Their FY 04 Year End Financial Report is not due until 9/30/04.

On 2/12/04, the DPHHS Audit Bureau issued their 'Desk Review' of Job Connection's Independent Audit Report for FYE 6/30/03. The review revealed that the audit was acceptable and no material findings nor questionable costs. Job Connections FY 04 Independent Audit is not due to DPHHS Audit Bureau until March 01, 2005.

Corporate lines of authority are clearly defined.

RESIDENTIAL

Job Connection's Supported Living program has increased to 2 individuals this year due to porting. One individual was included in the sample for this service.

Health and Safety

The individual I reviewed had just moved into a beautiful home with family friends. Job Connection staff had not found this home for the individual so the requirements for smoke alarms, fire extinguishers and exits do not technically apply. The individual did

report having a fire extinguisher that wasn't unpacked yet. The Job Connection staff offered to give him 2 smoke detectors to install. The home did have 2 exits. The individual reported that he was able to access emergency back up assistance from Job Connection if needed.

I reviewed the maintenance records for the corporation's two vehicles. Oil changes and inspections are scheduled every 3,000 miles.

Service Planning and Delivery

The individual plan I reviewed was well written and based on assessments as well as individual preferences. All objectives were measurable. Documentation for 4 of the 5 the objectives were eventually retrieved, but seemed to be scattered in several different places. I would recommend that a time be established to consolidate information into one place - perhaps quarterly to coincide with preparing the quarterly reports. Complete documentation was not found for one objective to help an individual study for written drivers test. Though the formal objective was dropped he has just passed the written test. We discussed being sure to document individual refusals to participate if this why objectives aren't completed as projected.

Staffing

I interviewed one staff who demonstrated good knowledge on individual rights, emotionally responsible care giving and reporting procedures. Staff reported receiving thorough and complete training to carry out their job duties. No new staff were hired in this program this year - this lack of turn over is great to see.

Incident Management

Job Connection reports incidents as needed as well as concerns of suspected abuse, neglect and exploitation. As there are only two individuals there are not many incident reports. The corporation reviews all incidents to identify trends.

WORK/DAY/COMMUNITY EMPLOYMENT

Five individuals were in the sample to review for this service. It was good to visit 3 people at their job sites and talk to the employers. The individuals I visited were busy and continued working while I was there. One person was making pizza dough in a

pizzeria, one was cleaning a hotel lobby and the other was washing dishes. All were in integrated job sites and performing meaningful work.

According to Job Connection's Annual Report job retention during the year was 95%! In order to accomplish this staff found and trained individuals in 55 new jobs. And 90% of the employers who responded to Job Connection's satisfaction survey say they would rehire another individual through Job Connection.

Health and Safety

No issues were noted at the job sites I visited. Individual teams address individual issues as needed.

I reviewed the maintenance records for the corporation's two vehicles. Oil changes and inspections are scheduled every 3,000 miles.

Service Planning and Delivery

Individual's plans were all based on assessments, individual preferences and desires. All objectives were measurable and most matched the long range goal. Documentation was present for all objectives. In one case documentation was difficult to find as with community supports.

Staffing

There was documentation that new staff completed a lengthy preservice orientation. Staff also reported receiving thorough and complete training in order to carry out their job duties. Staff were knowledgeable about incident reporting, individual rights and emotionally responsible care giving. Staff were not clear about the reporting procedure for suspected abuse or neglect - see QAOS sheet #1. Back ground checks were preformed so that staff were not working alone with individual's prior to JC receiving this information though it took over 30 days to be completed. We discussed the use of the internet checking services to receive a more timely report .

Incident Management

Reporting is occurring as needed. The corporation reviews all incidents to identify trends. This program has a minimum of incident reports.

COMMUNITY SUPPORTS

Five individuals were in the sample to review for this service. Two people live on their own with supports at both their apartment and job, three people receive supports in their family home and one of these also received supports at a job.

Health and Safety

I visited two apartments and both had fire extinguishers and smoke alarms present. Though there is no requirement for apartments in this service it would be nice if all residences the corporation helps find have two exits. Individuals living independently have access to emergency back up assistance from Job Connection staff.

I reviewed the maintenance records for the corporation's two vehicles. Oil changes and inspections are scheduled every 3,000 miles.

Service Planning and Delivery

Individual plans were complete and all based on individual preferences and assessments. Most objectives related to the individual's long range objective. A couple of objectives did not have frequencies so that it would be too hard to measure if they were completed or not; I discussed each with the assigned staff. Data was present for all objectives showing that they were implemented as planned.

Staffing

I interviewed two staff who were both knowledgeable of individual rights, emotional responsible care giving and incident reporting. One staff did not know that they were not required to report to their supervisor before making a report of suspected abuse/neglect, see QAOS sheet #1. Both staff felt the in service training they received was thorough and

complete to carry out their job duties. No new staff were hired in this program this year - this lack of turn over is great to see.

Incident Management

Reporting is occurring as needed. The corporation reviews all incidents to identify trends.

Transportation

Job Connection contracts with us to purchase bus passes for individuals in the Billings area. We appreciate your efforts in this regard.

Conclusion

I want to thank the staff for their time and assistance in completing this evaluation. Job Connection is great in terms of complying to DDP's rules and contract. The services provided are excellent in meeting the individual's needs and desires.

One deficiency was found in staff training for Community Supports and Supported Employment and a QAOS sheet for correction was submit to the corporation. The corporations plan to address this has been accepted. Thanks for taking action to clarify the reporting policies with your staff.